



# City of Tempe

## HUMAN SERVICES DIRECTOR

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	519	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Human Services	<i>Salary / Hourly Minimum:</i>	\$129,387
<i>Supervision Level:</i>	Director	<i>Salary / Hourly Maximum:</i>	\$173,803
<i>Employee Group:</i>	SMT	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Unclassified**	<i>Market Group:</i>	Deputy City Manager
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>EEO4 Group:</i>	Officials and Administrators
<i>Physical:</i>	No		

*\*\*This classification is unclassified, which means the employee or the City can terminate the employment relationship at any time, for any or no reason, with or without cause or notice*

### REPORTING RELATIONSHIPS

Receives administrative direction from the Deputy City Manager – Chief Operations Officer.

Exercises direct supervision over professional, technical, and clerical personnel.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Eight (8) years of management experience in at least one (1) of the following areas: <ul style="list-style-type: none"><li>• Social Services (human services or public administration)</li><li>• Community Development or subsidized housing programs</li><li>• Mediation, facilitation, human relations, and/or program planning preferably with a public agency</li></ul>
<i>Education:</i>	Bachelor's degree from an accredited college or university in business management; public administration; human or social services or a degree related to the core functions of this position. Master's degree is preferred.

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To plan, direct and review the activities and operations of the City's Social Services, Housing, and Diversity Divisions. To coordinate assigned activities with other City departments and outside agencies; and to provide highly responsible, complex administrative support to City management staff and the City Council.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Administer, plan, and direct the activities of the following divisions: Social Services, Housing, and Diversity.
- Advise, consult and provide information to the Deputy City Manager - COO regarding social services, housing assistance services, and diversity related issues and policies.
- Analyze, develop and present recommendations to the City Manager, Deputy City Managers, and/or City Council as necessary.
- Provide leadership and direction with planning and prioritizing tasks, strategic planning initiatives, and upholding the City's stated mission and values.
- Lead the City Manager's initiative to provide focused learning experiences and resources to improve performance and maximize leadership in the workplace.
- Administer and direct comprehensive programs; formulate and recommend policies, regulations and practices for carrying out the program; consult with and advise the City staff to coordinate the various phases of the policies, practices, federal regulations, ordinances and resolutions.
- Direct and participate in meetings with vendors, contractors, and consultants regarding the administration of work and/or contracts.
- Provide continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality customer service.
- Confer, advise and/or direct division heads on problems relating to activities within their division.
- Facilitate the resolution of employee relations issues as well as represent the City in matters of concern to associations representing City employees.
- Advise and assist the City Manager, Deputy City Managers, department management, and employees in a variety of work related matters including the interpretation and application of policies and processes.
- In conjunction with City Manager's Office and City Council, formulate, develop, maintain and promote a vision for future city-wide community development.
- Direct, oversee and participate in the development of the department's work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.
- Coordinate activities with those of other City departments and outside agencies and organizations; prepare and present staff reports and other necessary correspondence.
- Make presentations before the City Council and other boards, commissions and community organizations.
- Supervise and participate in the development and administration of the department budget; direct the forecast of additional funds needed for staffing, equipment materials, and supplies; monitor and approve expenditures; and implement midyear adjustments.
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Provide pro-active performance planning utilizing performance management tools.

- Perform related duties as assigned.

## PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Operate computers and other office machines using repetitive hand/eye movement;
- Considerable reading and close vision work;
- Requires working extended hours.

## COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i>  <a href="#">City of Tempe, AZ : Competencies</a></p>		

## JOB DESCRIPTION HISTORY

*Effective June 2014*